



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application Of: Kappel et al.

Group No.: 2161

Serial No.: 09/819,446

Docket No. 51207-1070

Filed: March 28, 2001

For: **CUSTOMER CARE AND BILLING SYSTEM**

RESPONSE TO MISSING PARTS NOTICE

Honorable Commissioner of
Patents and Trademarks
Washington, D.C. 20231

Sir:

In response to the Notice to File Missing Parts of Application, Filing Date Granted, dated June 28, 2001, please find enclosed:

1. Declaration for Patent Application;
2. a copy of the Notice to File Missing Parts of Application, Filing Date Granted;

and

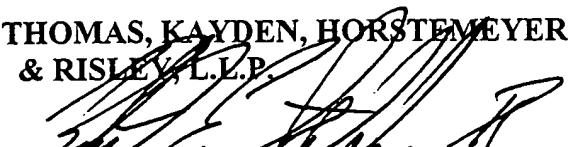
3. a check in the amount of \$1,050.00 to cover the additional surcharge fee for filing this Response to the Missing Parts Notice.

The Commissioner is authorized to charge Deposit Account 20-0778 for any deficiencies or credit any over payments.

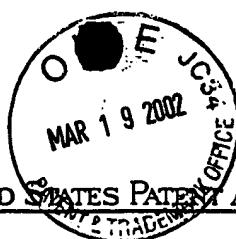
Respectfully Submitted,

THOMAS, KAYDEN, HORSTMEYER
& RISLEY, L.L.P.

By:


Robert E. Stachler, II, Reg. No. 36,934

Suite 1750, 100 Galleria Parkway
Atlanta, Georgia 30339-5948
(770) 933-9500



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/819,446	03/28/2001	Jochen Kappel	51207-1070

24504
THOMAS, KAYDEN, HORSTEMEYER & RISLEY, LLP
100 GALLERIA PARKWAY, NW
STE 1750
ATLANTA, GA 30339-5948

CONFIRMATION NO. 2724
FORMALITIES LETTER



OC000000006240649

Date Mailed: 06/28/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*

TR/RS/MT
Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

03- 01 - 02

0300



CERTIFICATE OF MAILING

I hereby certify that the below listed items are being deposited with the U.S. Postal Service as express mail label No. EL 924222559 US addressed to:

Assistant Commissioner for Patents
Washington, D.C. 20231

on 20 March 2002

EL 924222559 US

H. Le Giap

In Re Application Of: Kappel, et al.

Group No.: 2161

Serial No.: 09/819,446

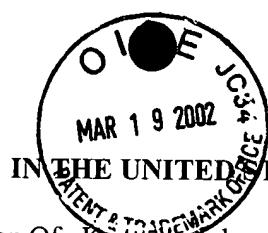
Docket No. 051207-1070

Filed: March 28, 2001

For: **CUSTOMER CARE AND BILLING SYSTEM**

The following is a list of documents enclosed:

1. Response to the Notice of Incomplete Reply;
2. Part 2 – Copy of the Notice of Incomplete Reply;
3. Petition Under 37 C.F.R. 1.181;
4. A signed Affidavit by Ms. Evelyn Sanders as **Exhibit A**;
5. The pertinent documents filed on November 26, 2001 in response to the Notice of Missing Parts as **Exhibit B**;
6. A return receipt postcard stamped by the Office on January 10, 2002 as **Exhibit C**;
7. A copy of the postcard deposited with the U.S. Postal Office on November 26, 2001 as **Exhibit D**; and
8. Return postcard requesting the Office to acknowledge the enclosed documents by stamping in the date of receipt.



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application Of: Kappel, et al.

Serial No.: 09/819,446

Group No.: 2161

Filed: March 28, 2001

Docket No. 051207-1070

For: **CUSTOMER CARE AND BILLING SYSTEM**

RESPONSE

Assistant Commissioner for Patents
Washington, D.C. 20231
Customer Service Center
Initial Patent Examination Division

Sir:

In response to the Notice of Incomplete Reply (Nonprovisional), Filing Date Granted, dated February 26, 2002, please find enclosed:

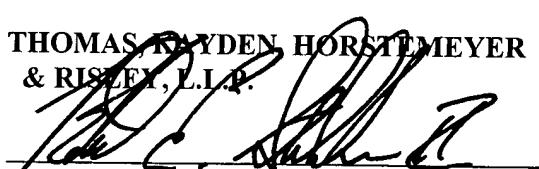
1. Part 2 – Copy of the Notice of Incomplete Reply;
2. Petition Under 37 C.F.R. 1.181;
3. A signed Affidavit by Ms. Evelyn Sanders as Exhibit A;
4. The pertinent documents filed on November 26, 2001 in response to the Notice of Missing Parts as Exhibit B;
5. A return receipt postcard stamped by the Office on January 10, 2002 as Exhibit C; and
6. A copy of the postcard deposited with the U.S. Postal Office on November 26, 2001 as Exhibit D.

The Commissioner is authorized to charge Deposit Account 20-0778 for any deficiencies or credit any over payments.

Respectfully Submitted,

THOMAS, KAYDEN, HORSTEMEYER
& RISLEY, L.L.P.

By:


Robert E. Stachler, II, Reg. No. 36,934

Suite 1750, 100 Galleria Parkway, NW
Atlanta, Georgia 30339-5948
(770) 933-9500
(770) 951-0933 (Facsimile)

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

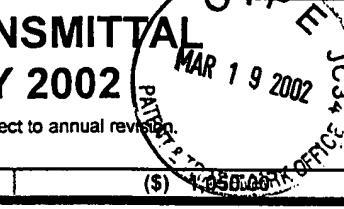
FEE TRANSMITTAL for FY 2002

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT

(\$)

1,050



Complete If Known

Application Number	09/819,446
Filing Date	03/28/01
First Named Inventor	Kappel et al.
Examiner Name	To Be Assigned
Group / Art Unit	2161
Attorney Docket No.	051207-1070

METHOD OF PAYMENT

1. The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

Deposit Account Number 20-0778

Deposit Account Name Thomas, Kayden, Horstemeyer Risley

Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17

Applicant claims small entity status. See 37 CFR 1.27

2. Payment Enclosed:

Check Money Order Credit Card Other

FEE CALCULATION (continued)

3. ADDITIONAL FEES

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
105	130	205	65	Surcharge - late filing fee	130
127	50	227	25	Surcharge - late provisional filing fee or cover sheet	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for reexamination	
112	920*	112	920*	Requesting publication of SIR prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for reply within first month	
116	400	216	200	Extension of time within second month	
117	920	217	460	Extension of time within third month	920
118	1,440	218	720	Extension of time within fourth month	
128	1,960	228	980	Extension of time within fifth month	
119	320	219	160	Notice of Appeal	
120	320	220	160	Filing a brief in support of an appeal	
121	280	221	140	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive - unavoidable	
141	1,280	241	640	Petition to revive - unintentional	
142	1,280	242	640	Utility issue fee (or reissue)	
143	460	243	230	Design issue fee	
144	620	244	310	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Processing fee under 37 CFR 1.17(q)	
126	180	126	180	Submission of Information Disclosure Stmt	
581	40	581	40	Recording each patent assignment per property (time number of properties)	
146	740	246	370	Filing a submission after final rejection (37 CFR 1.129(a))	
149	740	249	370	For each additional invention to be examined (37 CFR 1.129(b))	
179	740	279	370	Request for Continued Examination (RCE)	
169	900	169	900	Request for expedited examination of a design application	
Other fee (specify) _____					
Other fee (specify) _____					
*Reduced by Basic Filing Fee Paid					
SUBTOTAL (2)				SUBTOTAL (3)	1,050

** or number previously paid, if greater; For Reissues, see above

SUBTOTAL (2) (\$0)

SUBTOTAL (3) 1,050

Complete (if applicable)

SUBMITTED BY		Complete (if applicable)		
Typed or Printed Name		Robert E. Stachler II	Registration No. 36,934 (Attorney/Agent)	Telephone Number
Signature			Date	Deposit Account User ID

WARNING: Information on this form may become public. Credit Card information should not be included on this form. Provide credit card information and authorization on PTO-2038

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231



UNITED STATES PATENT AND TRADEMARK OFFICE

MAR 19 2002

COMMISSIONER FOR PATENTS
 UNITED STATES PATENT AND TRADEMARK OFFICE
 WASHINGTON, D.C. 20231
 www.uspto.gov

APPLICATION NUMBER	FILED/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/819,446	03/28/2001	Jochen Kappel	51207-1070

24504
 THOMAS, KAYDEN, HORSTEMEYER & RISLEY, LLP
 100 GALLERIA PARKWAY, NW
 STE 1750
 ATLANTA, GA 30339-5948

FORMALITIES LETTER



OC000000007629152

Date Mailed: 03/13/2002

NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)

Filing Date Granted

The U.S. Patent and Trademark Office has received your reply on 01/10/2002 to the Notice to File Missing Parts (Notice) mailed 06/28/2001 and it has been entered into the nonprovisional application. The reply, however, does not include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may, however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a) accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

The required items noted below SHOULD be filed along with any items required above. The filing date of this nonprovisional application will be the date of receipt of the items required above.

- The signature of the following inventor(s) is missing from the oath or declaration:
Michael Meadows

*A copy of this notice **MUST** be returned with the reply.*

DOCKETED

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

THOMAS, KAYDEN
 HORSTEMEYER & RISLEY, LLP

MAR 18 2002



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/819,446	03/28/2001	Jochen Kappel	51207-1070

CONFIRMATION NO. 2724

24504

THOMAS, KAYDEN, HORSTEMEYER & RISLEY, LLP
100 GALLERIA PARKWAY, NW
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ATLANTA, GA 30339-5948



OC00000006240649

COPY OF PAPERS
ORIGINALLY FILED

Date Mailed: 06/28/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*

T. K. Kappel

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

01/16/2002 BABRAHAI 00000004 09819446

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